

U.S. Department of Justice  
Federal Bureau of Investigation  
*Criminal Justice Information Services Division*



# 2017

*the year in review*

**The CJIS Division:** Delivering the power to connect, identify, and know

# ***A year of partnership and progress***

## **A message from the Assistant Director of the Criminal Justice Information Services Division**

Since being named Assistant Director of the CJIS Division in March 2017, my knowledge and appreciation of the vast array of services provided by the division have grown tremendously. I also place great value on the many strong partnerships the division has within the law enforcement and criminal justice communities.

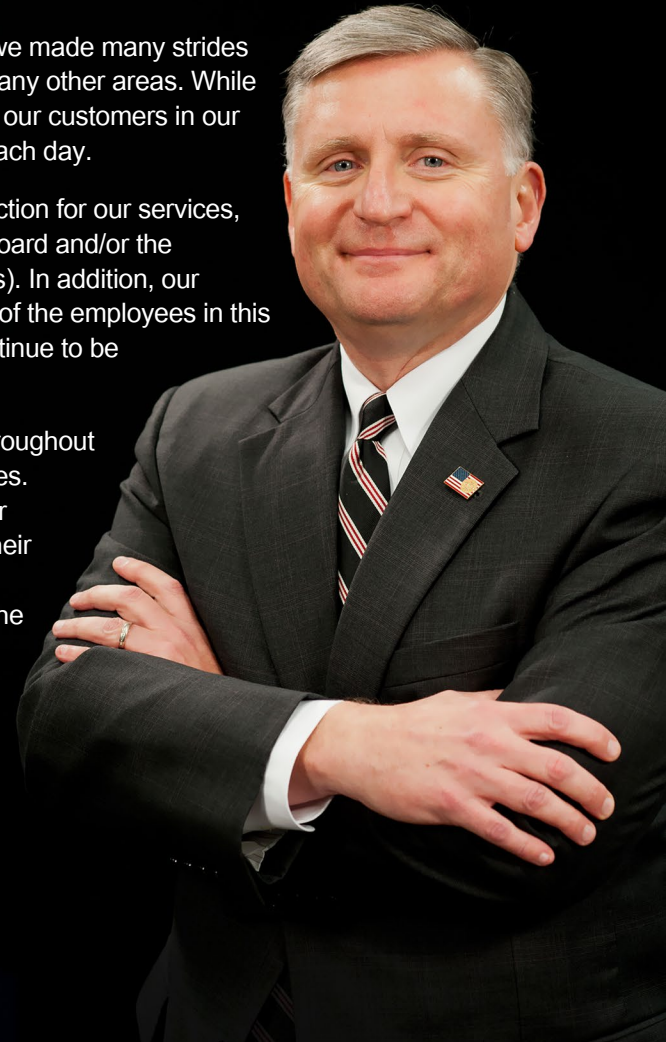
During fiscal year 2017, from October 1, 2016, through September 30, 2017, we made many strides on our major initiatives, including Crime Data Modernization (see page 7) and many other areas. While looking to the future, we continued to provide reliable, vital, and timely service to our customers in our core business functions, even as our systems handled millions of transactions each day.

Our success is due in part to our partners who provide valuable input and direction for our services, especially those who offer their time and expertise in the CJIS Advisory Policy Board and/or the Compact Council (see pages 15 and 16 for more information about these groups). In addition, our accomplishments would not be possible without the hard work and commitment of the employees in this division. As I have gotten to know more about the work we all do together, I continue to be impressed with the innovation and dedication of our partners and employees.

In my previous role as Special Agent In Charge of the El Paso Division and throughout my FBI career, I have relied on partnerships to investigate crimes and solve cases. Now, in the role of Assistant Director, I have heard from our nationwide customer base about how important their partnership with the CJIS Division has been to their agencies as well. I have had multiple conversations with our partners and past/present employees who have all demonstrated their great passion for the work the CJIS Division does for the public and our partners in the law enforcement and criminal justice communities. I am humbled to be part of our shared mission.

**Douglas E. Lindquist**

*Assistant Director of the FBI's CJIS Division*





# 2017

the year in review

## CJIS Division



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*The mission of the CJIS Division is to equip our law enforcement, national security, and intelligence community partners with the criminal justice information they need to protect the United States while preserving civil liberties.*

## CJIS Link

### Stay up to date with CJIS all year long

After you've read about the highlights from 2017, you can continue to keep up to date throughout the year with current happenings at the FBI's CJIS Division with our news blog, the *CJIS Link*. Your access to the *Link* will alert you not only to new initiatives and changes or enhancements to CJIS services, but also to stories of investigations that succeeded with the help of CJIS programs and systems—and much more.



Scan the QR code with your smartphone or visit <https://www.fbi.gov/services/cjis/cjis-link> to learn more or to sign up for email alerts from the *CJIS Link*.

## Strong Partnerships Continue to be the Hallmark of CJIS Successes

The CJIS Division has long worked with its partners to ensure the vital services the division provides are relevant and meet the needs of the law enforcement and criminal justice communities that use them.

To accomplish this, the division relies on its partners to actively voice their concerns, ideas, and input for CJIS systems and services. Here, three members of the FBI's CJIS Advisory Policy Board (APB) share their perspectives of the CJIS Division's "shared management" approach and its benefits.

### Colonel Edwin Roessler, Jr.

Colonel Edwin Roessler, Jr. is Chief of Police for the Fairfax County (VA) Police Department. He also serves as the representative of the Major Cities Chiefs Association to the APB, providing direct input from police chiefs on CJIS services and policies.

"We want to help the FBI ensure that sound policy



Colonel Edwin C. Roessler Jr.

decisions are made that help our law enforcement and criminal justice agencies accomplish our mission of preventing and fighting crime throughout all communities in the United States," he said. "Additionally, the talent of the CJIS employees is crucial in developing and leveraging technologies to solve crimes and ensure we bring justice to all victims of crime."

### William J. Denke

Serving as the tribal agency representative to the APB is William J. Denke, Chief of Police for the Sycuan Tribal Police Department. He said the CJIS Division's engagement with tribal agencies has been instrumental in connecting these agencies with the criminal justice information they need.

"We have found that once a tribal agency begins working with the CJIS Division to access services, it helps to break down walls and strengthen partnerships with local and state agencies and regional information sharing systems," he said.

Beyond access, Chief Denke said coordinating with other agencies through the APB's Tribal Task Force helps facilitate legislative solutions and policy changes, clearing obstacles to make sharing information across jurisdictions easier.

### Corey R. Steel

Corey R. Steel serves the Nebraska Supreme Court as the State Court Administrator for its administrative office.



Chief William J. Denke

He has been on the APB for more than two years, representing the Conference of Chief Justices. Mr. Steel said he believes the input obtained through the APB process is vitally important in safeguarding and sharing criminal justice information.

"The APB activities, its various subcommittees and working groups, and special-topic task forces, are all important to vetting the ways that criminal justice information is transferred to and from the FBI and other agencies. The overall processes of the APB are vital to the protection of that information."

Mr. Steel said it is important to safeguard information while ensuring law enforcement and the criminal justice system have timely access to the information needed to protect communities and combat crime.

"The amount of information that CJIS provides is crucial as we are such a mobile society and criminals no longer stay in one community or state," he said. "To have one entity compile criminal justice information and be able to share it across the nation is a vital component to our whole criminal justice system."

He said being a part of the APB has been a great learning experience for him, as well. "It has opened my eyes to the vast amount of entities and agencies that rely on what CJIS does every single day."

*(For more information about the APB, see page 15.)*



Corey R. Steel



## The National Crime Information Center

*Sharing information  
in the present with a focus  
on the future*

For half a century, the National Crime Information Center (NCIC) has been providing real-time, accurate, and complete criminal justice information all day, every day of the year to law enforcement and the intelligence community. This computerized database assists our partners with the successful identification of terrorists, apprehension of fugitives, recovery of stolen property, and much more.

The 15 million records in the NCIC database were submitted to the FBI through a shared-management concept

with local, state, tribal, and federal criminal justice agencies. The FBI hosts the telecommunications network to CJIS Systems Agencies in each of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands (USVI), Guam, and Canada, as well as to federal agencies. Through this cooperative network, law enforcement personnel have direct online access to enter data or search records for persons and property in NCIC.

Use of the system is constant. During fiscal year (FY) 2017, the system processed an average of 13 million transactions a day with a speedy .019-second response time. NCIC had its busiest day ever on April 6, 2017, when the system processed more than 18.6 million transactions in 24 hours—with an average response time of 0.02 seconds per transaction.

NCIC made major strides in the past fiscal year toward finalizing requirements for the NCIC 3rd Generation Project, or N3G. Once launched, this major upgrade to NCIC's technology will improve, modernize, and expand the existing system. For example, the CJIS Advisory Policy Board approved four concepts for development: a more flexible data format to allow for customizable responses, accessing other data repositories, enhancing data searches, and enhancing multimedia capabilities.

NCIC users will have the opportunity to provide feedback on development of N3G after the expected release of the N3G Statement of Objectives in FY 2018. After all, the success of the system upgrade will hinge on the FBI's collaboration with NCIC stakeholders.

## NCIC helps send subject back to island paradise

A man was shot and killed in St. Thomas, USVI, on June 12, 2016. After investigating, local authorities issued an arrest warrant for a subject with a possible connection to the murder. They also entered the man's information into NCIC's Wanted Person File.

On June 14, 2017—a little more than a year after the crime—the Police Fugitive Apprehension Team in Killeen, Texas, caught the subject after detectives there were alerted that the subject was seen in the area. Through NCIC, authorities in St. Thomas were notified of the arrest. Two weeks later, detectives from the St. Thomas Criminal Investigation Bureau's Major Crimes Unit traveled to Texas. The detectives brought the suspect back to St. Thomas where authorities charged him with First-Degree Assault, Third-Degree Assault, and Unauthorized Possession of a Firearm During a Crime of Violence.

The commissioner of the Virgin Islands Police Department (VIPD), Delroy Richards, said that because of the success of NCIC in this case, "The VIPD will continue to implement the further use of technology in both its crime prevention and apprehension efforts."



## The National Instant Criminal Background Check System

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### *NICS searching, matching improvements target prohibited gun owners*

For more than 18 years, the National Instant Criminal Background Check System (NICS) has been ensuring that those who want a firearm—and are legally allowed to have them—can get them in a timely manner. The system also thwarts those prohibited from having a firearm from buying a gun.

The launch of New NICS in fiscal year (FY) 2016 paved the way for advances in FY 2017. These enhancements included broader system availability for customers,

and increased accuracy in searching and matching criminal history records to potential firearm purchasers.

It was a bustling year for NICS, which had the busiest day in its history, conducting 185,713 firearm background checks on Black Friday (November 25, 2016). This surge contributed to the 25,901,877 total firearm background checks in FY 2017.

During FY 2017, NICS staff determined either a *proceed* or *deny* status for 88.74 percent of attempted purchases within an average of 3 minutes of the Federal Firearms Licensee (FFL) submitting a query to NICS. NICS maintains a quick and accurate turnaround time for its customers, in part, through the NICS Indices (formerly known as the NICS Index) which contain more than 16 million records of persons prohibited from receiving firearms under state or federal law. In FY 2017, the use of entries in the NICS Indices contributed to the total of 110,047 denied transactions processed by NICS staff (referred to as federal denials).

In FY 2017, 79.95 percent of NICS submissions were initiated through E-Check, up from 73.29 percent the previous year. With Internet access, the NICS E-Check system allows FFLs to conduct unassisted NICS background checks. FFLs bypass the phone transfer process to directly enter prospective buyers' information and retrieve a customer's firearm eligibility status. E-Check also provides availability of operational status messages and helps protect customers against identity theft.

### **NICS denies purchase, later learns man was planning mass shooting**

Over a span of 15 years, an individual made numerous attempts to purchase firearms in Texas. During an attempt

in 2003, a NICS examiner entered information on the individual into the NICS Indices because of a federal domestic violence prohibition. In December 2016, the individual again attempted to buy a gun in Texas. The gun shop ran the purchase through the NICS E-Check, and the FFL received an immediate denied status because of the NICS Indices record.

On April 12, 2017, during an unrelated investigation, officers from the Austin Police Department executed a search of the man's home. During the search, they found that the subject illegally possessed firearms and ammunition. He was arrested and charged with a false statement in connection with attempted acquisition of a firearm and unlawful possession of a firearm by a prohibited person.

A week later, a national cable news outlet published the story about how the FBI arrested an individual who attempted to purchase a gun in December 2016, and who they believed was planning a mass shooting. In the story, the gun shop owner where the man attempted to purchase the gun said, "The system actually worked. We have a lot of things that are in place...one [is] the NICS system."





## The National Data Exchange System

### *N-DEx: It's all about sharing*

The National Data Exchange (N-DEx) System remains the nation's premier law enforcement and criminal justice information sharing system, providing access to hundreds of millions of searchable records from local, state, tribal, and federal sources. In fiscal year (FY) 2017, users conducted nearly 14 million searches of N-DEx, an increase of 6.5 million from the previous year's total, evidence of the system's tremendous growth.

### **The records keep coming**

In FY 2017, N-DEx staff focused its attention on expanding system features, as well as adding agencies and their records. The N-DEx initiative to expand

data beyond incident and arrest reports led to the addition of institutional and community supervision records, photo access via combined searches of the Next Generation Identification database, and research on alternative criminal justice data sources. In FY 2017, law enforcement and criminal justice agencies entered nearly 77 million new records into the system, contributing to the impressive total of 396 million records.

More than 600 new agencies began sharing their records with the N-DEx System in FY 2017, bringing the total number of participating agencies to more than 6,300. N-DEx staff reached more than 2,000 of its partners by providing authorized distance learning opportunities that included overviews and demonstrations. In addition, N-DEx brought on several newly approved states, and thanks to this effort, access to the N-DEx System via the Regional Information Sharing Systems (RISS) is now available in all six RISS regions.

From new partnerships, N-DEx saw an increased use of the system and its tools, specifically the batch query functionality. The use of batch queries in the N-DEx System grew more than 374 percent in FY 2017. The corrections community saw a specific benefit to using the batch query functionality in their supervision efforts—one example outlined in a success story from the Georgia Department of Community Supervision (GA DCS). While reviewing the results of a probation and parole batch search, the GA DCS officers located records of four of their subjects who had been arrested in other states—unbeknownst to the officers—which was a violation of their probation or parole status.

### **What's next for N-DEx?**

Looking ahead, N-DEx has several key developments planned for next year, which will allow for more concurrent batch queries and for increased sizes of batches. Staff will continue to make enhancements to the system, which will allow operators to access the data. In addition, upgrades are planned for both the N-DEx System portal and Web service capabilities to support the use of the N-DEx System for firearm checks by the National Instant Criminal Background Check System.

### **N-DEx Success Story of the Year**

N-DEx staff received dozens of submissions to the Annual Success Story of the Year and Excellence in Information Sharing award programs. The 2017 N-DEx Success Story of the Year involved a kidnapping and sex trafficking case in Nevada. The female victim knew her abductor only by his nickname, but a search of the N-DEx System quickly identified the subject by his real name and provided other identifying information that ultimately led to his arrest. He pleaded guilty to two counts of pandering an adult with force and is currently serving time in the Nevada state prison system.



## The Law Enforcement Enterprise Portal

### *LEEP jumps into new services*

When users accessed the Law Enforcement Enterprise Portal (LEEP) in fiscal year (FY) 2017, they may have noticed several new services, including the National Use-of-Force Data Collection portal; Scrap Theft Alert; Texas Alert System; Texas Map; and Facial Analysis, Comparison, and Evaluation. With the addition of these informational and investigative sharing tools, the expanded portal enhances inter-agency communication and public and officer safety and increases resources for the law enforcement community.

Also in 2017, LEEP formed partnerships with the National Aeronautics and Space

Administration, the Office of the Inspector General, and the Pennsylvania Justice Network, to provide their personnel single sign-on access to LEEP through their agency workstations. When an agency becomes an Identity Provider (IdP), access to LEEP is streamlined for its staff. Users have fewer passwords to remember and no longer need to request separate access to multiple services. This also alleviates online risks that agencies face today, such as identity theft, cybercrime, or data destruction through hacking.

### **One LEEP at a time**

Two of the most popular services on LEEP—Special Interest Groups (SIGs) and Virtual Command Centers (VCCs)—were previously limited by their dependence on one another. However, to be more effective, LEEP is creating a stand-alone service for each. This will simplify the VCC user request process, allow the VCC administrator to create VCCs as needed, and provide users with the ability to search in the VCC for key words.

Another project planned for roll out in early 2018 is JusticeConnect. JusticeConnect is an innovative service that will allow criminal justice and intelligence agencies from multiple jurisdictions to seamlessly share data and more efficiently collaborate on intelligence, cyber, and criminal investigations. Through JusticeConnect, agencies will have:

- Communities with which to store and share information.
- Forums to discuss topics important to the criminal justice community.
- File storage in a secure and central repository that gives users the ability

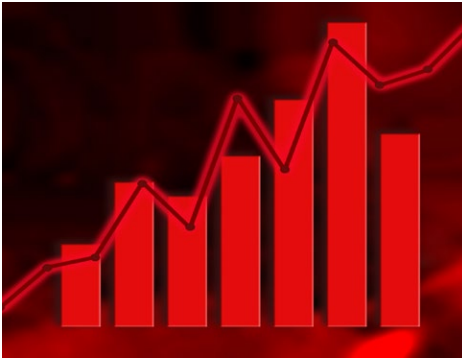
to trace and maintain version control of stored files.

- Searchable professional profiles that help users connect with other members of the criminal justice community to further the criminal justice mission.

### **LEEP's VCC serves a key coordination tool in investigation of shooting**

On the morning of Wednesday, June 14, 2017, a lone gunman opened fire on members of a Republican baseball team as they practiced at a baseball field outside Washington, D.C. Majority Whip Steve Scalise was critically wounded. Two members of his security detail were also injured as they engaged in a shootout with the gunman before killing him. Both the FBI's Washington Field Office and the Bureau of Alcohol, Tobacco, Firearms and Explosives opened VCCs to share information about the investigation.





## The Uniform Crime Reporting Program

### *Continuing to provide a national perspective of crime*

The Uniform Crime Reporting (UCR) Program has evolved over the years since its creation, yet its objective has remained the same: to provide dependable and valuable crime statistics for use by law enforcement, criminologists, sociologists, legislators, municipal planners, members of the media, students of criminal justice, and the public. Fiscal year (FY) 2017 saw major changes to this long-standing program as part of the Crime Data Modernization initiative.

#### **Use-of-Force Data Collection**

On February 9, 2016, the FBI Director approved the recommendation from the

CJIS Advisory Policy Board to develop a National Use-of-Force (UoF) Data Collection. The UoF data collection, the first national collection of its kind, will gather data on uses of force by law enforcement which result in death or serious bodily injury, including firearm discharges at or in the direction of a person. On July 1, 2017, the FBI launched a 6-month UoF pilot study that will conclude on December 31, 2017. The FBI will analyze the collected data for completeness, and accuracy, and provide the findings to the Office of Management and Budget for review. The FBI anticipates beginning the national UoF collection in 2018.

#### **Crime statistics on demand**

A new online tool, the Crime Data Explorer (CDE), provides crime data from 1985 through 2016 in an interactive format. This tool allows stakeholders to easily access agency, state, and national-level summary and incident-based crime data. With a robust and intuitive user interface, users can customize searches of crime data and download results.

#### **Transition to National Incident-Based Reporting System reporting continues**

As a continued partnership, the FBI steadily collaborates with the Department of Justice's Bureau of Justice Statistics on the National Crime Statistics Exchange (also referred to as NCS-X) initiative to fund select UCR State Programs and agencies to transition to the National Incident-Based Reporting System (NIBRS). Funding was initially provided to three states and 18 agencies to begin planning or implementing the process. Supplemental money was provided in FY 2017 to three states that

received funding from a previous year and were progressing from a planning to an implementation grant.

As a result of this NIBRS push, 25 state UCR Programs have received funds to develop and have implemented NIBRS reporting capabilities. Thirty-six local agencies have received funds and are committed to NIBRS implementation. Five funded agencies are implementing regional records management systems, enabling an additional 58 agencies to transition to NIBRS.

#### **What's next for the UCR Program?**

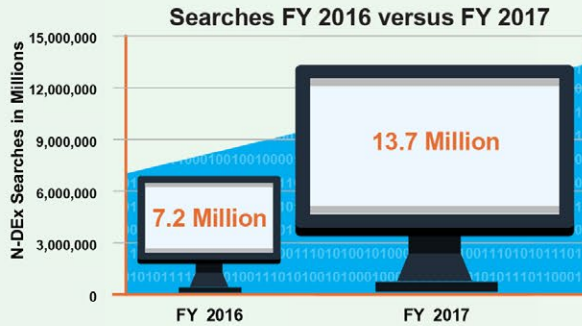
The UCR Program plans to use a more dynamic publication interface for law enforcement participants in the National UoF Data Collection. Through this interface, the law enforcement agencies will be able to view their data and apply their own trending and analytics to glean the most use from a robust data platform.

The success of the CDE depends on obtaining timely and accurate data from the UCR Program's voluntary contributors. The FBI is exploring technological solutions to make data available sooner and more easily; the CJIS Division is also working to automate CDE data updates. There have been many enhancements identified for CDE, including NIBRS searching capabilities, developing search and display features that replace many of the *Crime in the United States* tables, and the addition of other UCR datasets.

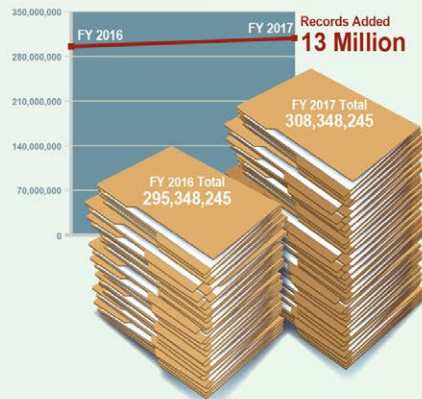
The UCR Program has always worked to provide the most useful data in the most efficient ways to our law enforcement partners and all other users of crime data. The strides taken in FY 2017 will help the program continue to improve.

# CJIS Division by the Numbers

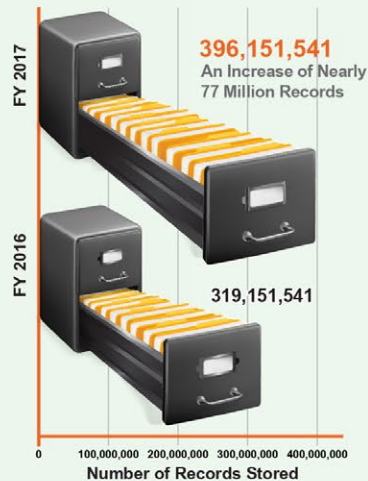
## National Data Exchange (N-DEx) System Records and Use



## Federated Records\* Comparison Between FY 2016 and FY 2017



## Increased Stored Records



\* Federated Records are outside of the N-DEx System (DHS, INTERPOL, NCIC, III)

## Next Generation Identification (NGI)

Total Number of Criminal Fingerprints in the Repository



## Interstate Photo System (IPS)



**29,941,924**

Total Number of Criminal Full Face Frontal Images Used in Comparisons. This Includes 14,273,075 Unique Individuals.



**88,754**

Total Million of Processed Facial Recognition Searches (FRS) for Active Investigations

## National Instant Criminal Background Check System (NICS) FY 2017



Total Number of Background Checks State and Federal FY 2017



Total Number of Federal Denials FY 2017



Percent of NICS Federal Transactions Submitted Via the Efficient NICS E-Check System

## Fingerprint

Receipts /Processed



**76,780,726**  
Total Processed FY 2017



## Response Times

Fiscal Year Average Response Time

**Criminal**



**00 09 58**  
HOURS MINUTES SECONDS

**Civil**



**00 36 11**  
HOURS MINUTES SECONDS

**FACE**



**00 15 26**  
HOURS MINUTES SECONDS

## National Crime Information Center (NCIC)

FY 2017 Statistics

Total Transactions for FY 2017

**004,744,330,774**

Total Number of Records in the System

**000,015,129,319**

12 Month Average Daily Transactions

**000,012,998,167**

12 Month Average Response Time



## Public Access Line (PAL) Status

FY 2017



**Target Goal Achieved**  
56 Field Offices Activated

E-tips Processed FY 2017 **733,589**



**745,511** Total Calls Answered FY 2017

Total Tips Submitted to Investigators FY 2017



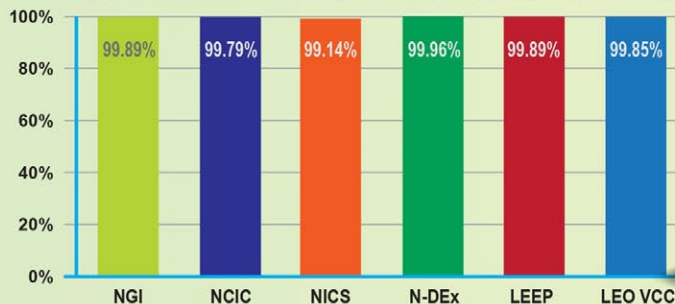
**20,446**



Field Office Work Hours Saved FY 2017

## Information Technology Management Services (ITMS) System Availability

12 Month Average System and Service Availability FY 2017







## Biometric Identification Services

### *Grasp of the past, face to the future*

From the pioneering work in fingerprinting decades ago to cutting edge facial recognition of today, the FBI remains at the forefront of biometric identification. The value of the tools provided by the CJIS Division are proven thousands of times each day, not only in the identification of criminal suspects, but also for important noncriminal justice purposes, such as background checks for employment, adoption, or citizenship.

The FBI has used fingerprints to identify individuals for nearly a century, and as the technology improves, so do the methods of biometric identification. In fiscal year (FY) 2017, enhancements in

the Next Generation Identification (NGI) System now allow comparison of the seven highest quality fingerprint images instead of requiring all ten. This update resulted in fewer rejections of fingerprint submissions, an impressive 51.1 percent decrease overall.

Through the years, criminals have tried a number of techniques to defeat positive identification. One such method is mutilating the skin to alter one's fingerprints. This fiscal year, CJIS Division staff conducted several studies of submissions of intentionally altered fingerprints to determine the scope and impact of these types of submissions on biometric identification. From these results, staff is pursuing potential development of detection software.

Many people do not know that the CJIS Division provides biometric identification services to our nation's veterans. The Civil Name Index (CNI) function within NGI receives more than 18,000 fingerprint requests a year to validate veterans' eligibility for medical care, disability compensation, and burial benefits. CJIS staff completed a review of the CNI function in FY 2017 and made changes, resulting in much faster response times.

### **Behind the biometrics**

Also in FY 2017, CJIS staff improved the process for agencies to submit identity history information with the capability for authorized state and federal partners to submit bulk files of disposition transactions using the Law Enforcement Enterprise Portal. Dispositions provide information about the conclusion of an arrest or about charges, including whether charges have been modified or dropped. Three states took advantage of bulk

submissions, which added approximately 300,000 dispositions to NGI in FY 2017.

Looking ahead, changes are on the horizon to better track and respond to external requests. The division's biometric services staff receive correspondence from persons submitting forms to request copies of their own identity history records, from law enforcement agencies with inquiries, from individuals wishing to challenge information in their criminal histories, and from those with other concerns. In FY 2018, a new system will provide centralized monitoring, processing, and management of correspondence and requests. This improvement will also benefit the public with the launch of a Web site to submit requests, check statuses, and retrieve responses.

### **Arrest of 'Most Wanted' Fugitive**

In early 2017, Facial Analysis, Comparison, and Evaluation (FACE) Services provided an investigative lead to an FBI field office that assisted in the identification of one of the FBI's Ten Most Wanted Fugitives. FACE Services received a submission to compare with images in the facial recognition repository and identified a "likely candidate." The "likely candidate" was an individual who was wanted for a violent crime related to a racketeering and homicide case, and he was also on the FBI's list of the Ten Most Wanted Fugitives. From the investigative lead information FACE Services provided, an FBI special agent identified several addresses of a woman believed to be the fugitive's girlfriend. A surveillance team observed her picking up a man who resembled the subject, and officers conducted a stop. When questioned, the man admitted he was the fugitive, and officers placed him under arrest.



## Programs Research and Standards/ Biometric Center of Excellence

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### *Touching on the present with an eye to the future*

The CJIS Division's Programs Research and Standards staff explore and advance new and enhanced biometric and identity management technologies through its Biometric Center of Excellence and other research efforts, and then integrate these into operations for users in the field. Fiscal year (FY) 2017 brought major advancements in biometrics as the CJIS Division's biometric research staff sharpened its focus

on the Iris Pilot and continued to research contactless fingerprint capture technology.

### **Biometric advancements looking forward**

The Iris Pilot was launched in 2013 to offer iris recognition services to select criminal justice agencies and to build a national repository of iris images within the Next Generation Identification (NGI) System. Over the years, the pilot program has been successful in searching the iris repository in NGI to rapidly identify individuals in situations where other biometrics may fall short. In FY 2017, the pilot program grew to 56 submitting facilities, and enrollments increased an average of 18,400 per month, to a total of 746,634. Through the pilot, participants identified 372 wanted persons in FY 2017, including violators of offenses such as robbery, burglary, aggravated assault, larceny, and drug offenses. Looking ahead to FY 2018, CJIS biometric research staff hopes to add to the iris repository and expand iris identification services to additional criminal justice agencies.

Contactless fingerprint capture technology is fairly new to the biometric industry, therefore, the CJIS Division has partnered with the National Institute of Standards and Technology (NIST) to create a program for the evaluation of effectiveness of devices vendors submit. The CJIS Division and NIST expect to take the first step in developing image standards for contactless fingerprint equipment in FY 2018.

Biometric research staff also collaborated with NIST to develop specifications, released in December 2016, of the digital video recorder (DVR) industry. The specifications increase the integrity, quality, and usability

of key video surveillance used by banks, airports, and retail stores.

### **Guidance for biometric identification industry**

In the evolving world of biometric technologies, CJIS biometric research offers many resources that allow the user community to keep up with advances. In FY 2017, CJIS staff was the lead developer of an Extensible Markup Language (XML) version of the standard outlined in *Data Format for the Interchange of Fingerprint, Facial & Other Biometric Information*. The XML version modernized the international standard of data sharing, creating opportunities for the biometric community to search previously isolated legacy data.

For years, CJIS biometric research staff has maintained and updated the *Electronic Biometric Technical Specification (EBTS)*, the technical standard allowing the digital exchange of biometrics with the NGI System. During FY 2017, staff streamlined the *EBTS* to combine published updates, simplify technical standards, and improve its usability.

CJIS biometric research staff also offers a Certified Products List service, which ensures biometric devices meet quality standards and specifications to support the identification processes criminal justice agencies use. In FY 2017, 59 devices, such as rolled and flat fingerprint capture devices, mobile ID products, printers, and scanners, were certified. A total of 785 biometric devices are now certified. A list of certified products programs, along with information regarding the *EBTS* and CJIS pilots, can be found on the FBI BioSpecs Web site at <https://www.fbibiospecs.cjis.gov/>.



## Global Initiatives' Mobile ID Programs

### *Providing identification information on location*

The CJIS Division's Global Initiatives staff manages the tools that enable investigators to collect, store, and transmit fingerprint data during domestic and international investigations. Through Global Initiatives, the CJIS Division offers two collection tools that provide a fast response to its users any time, from any place in the world. Two of the most valuable tools in the Global Initiative toolkit are the Mobile Biometric Application (MBA) and the Repository of Individuals of Special Concern (RISC—pronounced “risk”).

### **MBA assists agents in the field**

Imagine being a victim of human trafficking for labor and the desperation felt while awaiting your release. More than 20 individuals were removed from this situation on November 10, 2016, due to the successful use of the MBA. An FBI agent working on the case reported, “A traffic stop was conducted. Another agent and I scanned everyone on the bus to determine their true identities. All the individuals had false identification provided by the employer, and the majority had their passports taken from them. We were able to properly identify them, and they disclosed the labor trafficking. Without the scanner, we would not have been able to identify the individuals.”

This story is just one example of the 5,335 MBA searches since the program's inception on February 23, 2016. MBA compares fingerprints against records in the FBI's Next Generation Identification (NGI) System, the Department of Homeland Security's Automated Biometric Identification System, and the Department of Defense's Automated Biometric Identification System. MBA produces an impressive candidate match/hit rate of 87 percent.

MBA saw many improvements over the course of fiscal year (FY) 2017, including an expansion of the program's user base and the development of a new fingerprint collection platform capable of collecting four fingerprints at one time. MBA expanded to process fingerprint submissions of deceased, unidentified individuals and is expected to add criminal bookings in the future. The pilot program has been completed and the MBA is set to expand to a fully operational status in FY 2018.

### **RISC mobile ID useful to law enforcement**

RISC allows law enforcement agencies across the country to use mobile identification to search against:

- Wanted persons (including the Immigration Violator File)
- National Sex Offender Registry subjects
- Known or suspected terrorists
- Other persons of special interest

RISC searches increase public and officer safety as well as homeland and hometown security—proven by a traffic stop on May 9, 2017. In Harris County, Texas, a constable stopped a driver for speeding. The driver did not have identification, so the constable used a mobile identification fingerprint scanner. Within seconds, the constable received a response and quickly assessed the subject's threat level. The local, state, and RISC searches revealed an active warrant for Aggravated Assault-Family Member. The subject was arrested on the warrant.

Currently, there are 31 participants of RISC, 29 states, the District of Columbia, and one federal agency, six of which were brought on in FY 2017. In FY 2017, there were 832,977 total searches resulting in 42,423 hits. CJIS staff plans to extend the RISC program to additional users in FY 2018 and expand search capabilities to additional records in the NGI criminal master file. All improvements will provide more information regarding potential dangerous subjects to officers in the field that will keep them and their communities safer.





## Public Access Line

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### *Here to listen*

The Public Access Line (PAL), now fully staffed and serving all 56 FBI field offices, serves as a centralized hub where the public provide tips and information about ongoing or potential crimes.

PAL receives thousands of phone calls and emails from the public. The information is assessed then routed to the appropriate FBI field office. The established PAL procedures provide the Bureau with a centralized way to receive and analyze incoming public information and afford a standardized channel for that information to reach the correct agency.

PAL has lifted a burden for the agents and analysts in FBI field offices by significantly reducing their administrative

workload. In fiscal year (FY) 2017, PAL received more than 1.4 million (98 percent) nonactionable complaints. These complaints do not warrant additional assessment or investigation; however, prior to PAL's inception, field office personnel would have taken and analyzed those complaints. This enabled FBI field office agents and analysts to spend that time on investigative and intelligence activities.

Since its creation in 2012, PAL has addressed more than 3.7 million complaints, saving FBI field offices more than 203,027 work hours.

PAL also supports the FBI field offices by managing the Major Case Contact Center (MC3) the national-level FBI tip line (1-800-CALLFBI), which the Bureau uses for high-profile FBI investigations and national events. In FY 2017, PAL activated 43 MC3 cases resulting in 55,177 tips. These cases included incidents such as a double homicide in Delphi, Indiana; a shooting during a congressional baseball team practice in Washington, D.C.; an airport shooting in Fort Lauderdale, Florida; and the capture of FBI Ten Most Wanted Fugitive Terry Strickland.

### **Looking into the future for our PAL**

PAL looks forward to enhancements in its systems and processes which will allow for increased call volume and more focused reporting to field offices. In the near future, tipsters will be able to attach digital media (such as photos and videos) to their information submissions via PAL's E-tip intake system.

### **PAL in Action**

On February 14, 2017, the bodies of Abigail "Abby" Williams and Liberty "Libby" German were discovered on a hiking trail in Delphi, Indiana, after the girls had disappeared from the same trail the previous day.

The FBI's Indianapolis Field Office requested assistance, and on February 16, 2017, an MC3 was initiated. PAL worked with the Critical Incident Response Group (CIRG) to gain access for all PAL employees to the restricted reporting system used to document actionable leads related to this investigation. PAL immediately began handling telephone calls from the public related to the homicides, relieving a heavy administrative load from the agencies working on the ground to solve these crimes. Weeks after the initiation of the MC3, the field office requested PAL to provide additional assistance by addressing a backlog of E-tips received by the local sheriff's office. Within a few days, PAL had worked through the backlog.

To date, PAL has received more than 15,267 telephone calls and over 1,600 E-tips related to the Delphi homicides. From all of the tips received, PAL deemed 7,124 tips as actionable and entered them into the restricted reporting systems for assessment by law enforcement officers. With the recent public release of a composite sketch of a suspect in the murders, PAL continues to receive a steady flow of tips from the public at the time of publication of this report.



## Information Technology Services

### *Managing change, modernization, and life in the cloud*

It's a challenge to keep up with ever changing and evolving technology; what is considered new today will be outdated tomorrow. The challenge is even greater for the information technology (IT) staff of one of the FBI's most technologically advanced divisions. CJIS IT staff members know the speed of change and work diligently to make sure that the division is up to speed on its many different processes and systems, while also ensuring users can continue to do their work without disruption. This year, CJIS IT services has been involved with testing the use of commercial

cloud services, developing an unclassified computing platform known as the unclassified cloud on premise (UCOP), and creating a modern system to revolutionize the FBI's outdated processes to store and report crime data for the nation.

### **Cloud Computing Becoming a Reality**

Responding to the Office of Management and Budget's push for federal agencies to streamline operations by migrating to cloud computing services, the FBI established a Cloud Management Program Office in January 2017. Using a cloud (a remote data center that provides storage, processing, and networking) can bring greater flexibility to systems. Capacity can be increased on demand, and updates to hardware and software do not require planning for additional space, power, and cooling in an in-house data center. In support of this strategy known as "Cloud First," the CJIS Division placed test applications into commercial clouds that meet the standards of the Federal Information Security Management Act of 2014. (This Act establishes guidelines for information security.) The initial analysis is promising, and the CJIS Division will work toward implementing a hybrid model in 2018 with implementation in 2019, performing half of IT work on UCOP, and using commercial cloud services for the other half.

### **Unclassified Enclave**

Also in 2017, the FBI's chief information officer (CIO) asked CJIS IT to help tie together the FBI's unclassified computing (secure unclassified networks providing access to the Internet and the external clouds) for the entire FBI into one domain, known as the Green Enclave. Planning

for this project is underway, and when fully completed (around 2020), all FBI unclassified infrastructures will operate within one environment allowing user-friendly accounts, accessibility, and minimal cost of ownership.

### **Modernizing Crime Data**

The CJIS Division's IT staff continue to update the system used by the FBI's Uniform Crime Reporting (UCR) Program to collect and publish crime statistics. These updates speed the process of publishing data by automating the handling of large data files submitted by law enforcement agencies. The full implementation of the new, improved UCR system will occur in FY 2018. In addition to UCR system improvements, CJIS IT staff have also supported the launch of the new UCR Crime Data Explorer (CDE) tool, a Web-based program which allows users to search UCR data and create custom reports. The CDE currently displays data from 1995 to 2016 (the most data available).

Every day, the CJIS Division processes millions of transactions across its IT systems while making system enhancements, updating operating systems, developing additional IT solutions, and keeping the systems secure—all with little to no disruption to the law enforcement and criminal justice communities that the division serves.



## CJIS Advisory Policy Board

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### *Law enforcement input helps make CJIS systems stronger*

Twice each calendar year, the FBI's CJIS Advisory Policy Board (APB)—made up of 35 criminal justice and national security professionals from across the country—meets to review policies and technical and operational issues related to CJIS Division programs and makes relevant recommendations to the Director of the FBI. These meetings address needs of law enforcement and determine how the CJIS Division can fulfill those needs. Meetings this past year focused on a number of topics. Here are just a few examples of the APB's recommendations.

### **Using N-DEx as a secondary source for NICS**

The APB formally recommended that the National Data Exchange (N-DEx) System be used as a secondary resource in National Instant Criminal Background Check System (NICS) background checks. The N-DEx system, managed by the CJIS Division, provides criminal justice agencies with an online tool for sharing, searching, linking, and analyzing information across jurisdictional boundaries.

NICS conducts background checks on a person's name and descriptive data to identify any matching records in the national databases that NICS accesses. Currently, NICS queries criminal history information within the Interstate Identification Index, the National Crime Information Center, and the NICS Indices databases.

In addition to these databases, the NICS staff reviews approved secondary resources, such as the Voluntary Appeal File Database; Relief of Disabilities Database from the Bureau of Alcohol, Tobacco, Firearms and Explosives; and state Web sites, before approving or denying firearm purchases.

The addition of an N-DEx search will give NICS further critical information, such as incident and case reports, full Department of Justice case files, and corrections data that are not included in the FBI's other databases.

### **Expanding data captures within the Police Employee collection**

In FY 2017, a pilot study for the National Use-of-Force Data Collection began based on an earlier APB recommendation

that the FBI begin collecting and reporting national police use-of-force data.

However, the data initially collected did not provide sufficient context to the use-of-force statistics. Therefore, data about total police interactions was collected to show a more complete picture of police use of force.

Also in FY 2017, the APB suggested that the Police Employee collection (an annual Uniform Crime Reporting Program compilation that includes details on the sworn or civilian status and gender of law enforcement staff) include the ability to capture data concerning the number of reserve/auxiliary/other law enforcement officers, officer race and ethnicity categories, and recorded police contacts with citizens.

### **Vision for the future**

APB leaders and advisory process participants have vested interests in the success of the CJIS systems—the very systems they use daily in their jobs. These advisors continue to strengthen communications and connections between law enforcement organizations and the CJIS Division. And, when their thoughtful recommendations are approved by the FBI's Director, it's up to CJIS staff to bring about changes and "make it happen."





## Compact Council

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### *Balancing public safety and civil liberties*

The Compact Council establishes rules and procedures governing the use of criminal history information for noncriminal justice purposes, such as screening for employment and licensing. By setting policy and developing educational resources, the Council seeks to enhance the safety of our nation's citizens while protecting individual privacy and civil liberties.

The Council was created by the National Crime Prevention and Privacy Compact (Compact) Act of 1998. The 15-member Council of representatives from Compact states, as well as states and federal criminal justice and noncriminal justice agencies from across the country,

regulates the sharing of accurate and up-to-date criminal history information with noncriminal justice users.

### **New Addition to the Compact**

On July 1, 2017, Virginia became the 31st state to ratify the Compact. As a Compact state, Virginia joins 30 other states and the federal government in a commitment to enhance public safety through noncriminal justice background checks based on positive identification while protecting individual privacy rights.

The Council aims to assist other states in becoming party to the Compact. At its May 2017 meeting, the Council approved a final version of a Compact Ratification video designed to encourage Compact Ratification by all states and territories. The video highlights what the Compact is, why it is needed, and how it can be used to protect both vulnerable populations and individual privacy rights. The video explains the mission and work of the Council and highlights the many benefits Compact states enjoy, including a voice in setting the rules and regulations governing the use of the Interstate Identification Index System for noncriminal justice purposes. It is available to view on the Council's page at <http://www.fbi.gov/services/cjis/compact-council>.

### **State Information-Sharing**

In November 2016, the Council hosted the National Fingerprint File (NFF) State Information-Sharing conference in St. Louis, Missouri. Compact states participating in the NFF Program fully support the Compact Act's goal of complete decentralization of criminal history records by assuming

full maintenance and dissemination responsibility for their state's records. Representatives from 38 states attended the conference to discuss items unique to the NFF Program. The agenda included a review of *Quick Reference Guides* developed to address common questions related to the NFF Program. In addition, attendees had the opportunity to form relationships within the NFF Mentorship Program. Finally, states participated in a collaborative "lessons learned" workshop to develop a guide aimed at assisting both current and prospective NFF states. The efforts of participants at the conference will help ensure that the NFF Program continues to expand and function effectively and efficiently.

## Our Campus

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The campus of the FBI's CJIS Division stretches over nearly 990 wooded acres in the rolling hills of Clarksburg, West Virginia. The main CJIS building (called CJIS Main) was finished in 1995 and has 526,000 square feet of office space. Twenty years later, in 2015, the Biometric Technology Center (BTC) was completed and added another 360,000 square feet of office space to the campus.

Along with picturesque views and accompanying wildlife, the property also includes a child care facility, a visitor's center, a central power plant, and a service center.

Every year, the CJIS Division welcomes guests for a variety of special events. These events include the Fallen West Virginia Law Enforcement Officers Memorial Ceremony, training events, and the FBI Jerry Dove Memorial 5K race (named to honor Special Agent Jerry Dove, a West Virginia native who was killed in the line of duty in 1986).





## **Criminal Justice Information Services**

**1000 Custer Hollow Road**

**Clarksburg, WV 26306**

*Scan the following QR codes with your smartphone or tablet to learn more about:*

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The CJIS Division, or you can visit  
<[www.fbi.gov/services/cjis](http://www.fbi.gov/services/cjis)>.

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